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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

January 12, 1993

Storer Cable Communications
9825 S.W. 72nd Street
Miami, Florida 33173

Attention: Maureen O'Neill
General Manager

RE: Cable Rate Regulation - MM Docket 92-266 and Cable
Customer Service MM Docket 92-263

Dear Ms. O'Neill:

I have received your letter dated January 8th, 1993, responding to my letter of December 1st, 1992, directed to the President of TCI in Englewood, Colorado.

In your second paragraph, you make mention of the property devastation of Hurricane Andrew. I am well acquainted with the devastation of Hurricane Andrew, in that my wife and I lost everything we owned, our home and all of our personal possessions. This is the reason we bought the new condominium at Green Tree at S.W. 129th Avenue and Sunset Drive.

I might mention that the Florida Power and Light Company, the Southern Bell Telephone Company and the Dade County Water and Sewer Management have also suffered losses which were catastrophic in nature. We moved into our new condominium on November 18th, 1992 and had electricity the same day. Ten (10) days later, we had our new telephone hooked up and the water and sewer facilities were fully functional on the date that we moved in, November 18th, 1992.

Going down to the fifth paragraph on the first page of your letter, you state that unfortunately, Green Tree Condominiums

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Ms. Maureen O'Neill
January 12, 1993
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are located in an area that requires an extension of your cable plant in order to provide me with service. I find this to be rather peculiar in that there are 185 apartments in the Green Tree Complex and they have been serviced by Storer Cable Company for many years!

The new units which face onto Sunset Drive are part and parcel of this complex, although they are different owners. The units are all pre-wired for cable service.

I reiterate what was stated in my previous correspondence that I was told by an employee in authority of your company that I could expect service at my location in January of this year. That information was given my secretary on November 17th, 1992 at 2:40 p.m. Mrs. Davie was the party making the call.

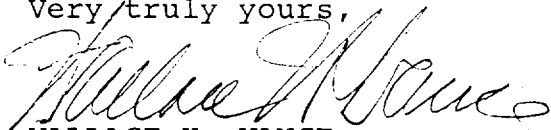
In any event, I think that you can service our units, particularly in view of the fact that the complex is already serviced by your company.

We will be looking forward to a further contact from your office and hopefully you can see fit to assist in obtaining cable service in the very near future, hopefully in January as mentioned previously by your employee and also in information contained in your letter.

Please let me hear from you as soon as possible.

Thank you.

Very truly yours,



WALLACE H. VANCE
7111 S.W. 129 Avenue, Apt. #8
Miami, Florida 33183
Telephone: (305) 387-1363
WHV/emg

cc: Mario Goderich
cc: President TCI Corporate Offices
cc: Federal Communications Commissioner
cc: Frank Aparicio - F & T Builders Inc.

January 8, 1993

Mr. Wallace H. Vance
7111 S.W. 129 Avenue, Apt. 8
Miami, FL 33183

Dear Mr. Vance:

I am writing in response to your correspondence of December 1, 1992 regarding the installation of cable service at your new residence.

As a South Florida resident, I am certain you are aware of the property devastation that Hurricane Andrew caused in the Kendall - South Miami area. Since August 24, we have had crews working around the clock, 7 days a week to restore cable service to our former customers. As of this date we anticipate that restoration will be completed by January 30.

Throughout our restoration efforts we suspended all installations of new addresses and all new plant construction, because we felt that our obligation was to our former customers first.

By February 1, we will resume our full installation schedule of connecting cable service within 3 days after the order is received, provided the address is in a cabled area and the residence is pre-wired.

Unfortunately, Green Tree Condominiums are located in an area that requires an extension of our cable plant in order to provide you with service. As you know, South Miami and Kendall (pre-Hurricane) have been enjoying a building boom for several years. Green Tree is one of many new complexes located in the nearly 30 miles of plant we will construct this year. We expect to have service available in Green Tree on or before August 30, 1993.

The Green Tree residents choice of billing option, either individual or discounted Bulk billing, has nothing to do with the 1993 Construction Schedule of our cable plant.

Mr. Wallace H. Vance

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Thank you for taking the time to express your concerns with recent experiences with us. We are committed to providing our customers with the very best in Cable TV and Customer Service. People like yourself help us to get closer to achieving 100% Service Excellence.

You will be notified when service is available to your complex. When you are ready to order your service please contact me directly at (305) 595-0134 and I will arrange a free cable installation, plus 1 month's free Digital Music Express service.

Sincerely,

DADE CABLE TELEVISION, INC.

A handwritten signature in cursive script that reads "Maureen O'Neill".

Maureen O'Neill
General Manager

MON:ng

cc: Scott Norwood

METROPOLITAN DADE COUNTY, FLORIDA



CONSUMER SERVICES DEPARTMENT
OFFICE OF CABLE TELEVISION COORDINATION
ROOM 901
140 WEST FLAGLER STREET
MIAMI, FLORIDA 33130-1564
(305) 375-3677
FAX (305) 375-4120

December 31, 1992

Mr. Wallace Vance
7111 S.W. 129 Avenue #8
Miami, FL 33183

Dear Mr. Vance:

Our office has received your complaint against Storer/South.
The problem, as described by you, appears to be as follows:

According to your letter dated December 22, 1992, you would
like cable television in your home. Storer has told you
that they will not be able to install you until August
unless your building signs a bulk agreement for services.

You can be reached at the following telephone number: 445-0404.

A copy of this letter is being forwarded to the cable company and a
copy is being placed in the County's Public Service File.

If this problem is not corrected within four (4) days after the date
that you receive this letter, contact this office at your earliest
convenience at 375-3677.

Sincerely,

Mario Goderich
Administrative Assistant
CATV Coordination

MG:ldf

cc: Storer/South
File # 92-1155
Public Service File

Law Offices of Jon W. Burke
Attorneys and Counselors at Law

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December 22, 1992

Omar Gordon
c/o Metropolitan Dade County
Cable TV Coordination
140 West Flagler Street
Miami, Florida 33130

RE: Storer Cable

Dear Mr. Gordon:

This follows my telephone conversation with you on the 22nd of December, 1992 relative to the problems I have been having with Storer.

I am attaching herewith a copy of a letter under the date of December 1st, 1992 that I directed to the President of TCI Corporate Offices in Englewood, Colorado.

The concluding paragraph asked for comments and I have received none.

As I explained during the course of my conversation with you on December 22nd, my main question remains why could we be put at the top of the list if we ordered on a bulk basis as opposed to ordering individually in the 24 units.

I also stated at that time that our buildings are pre-wired for cable and that the connection is not a major project as the facilities are very close by.

The entire complex is being serviced by Storer and has been for a number of years.

I want to further emphasize the fact that I am fully aware of

Mr. Omar Gordon
December 22, 1992
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the problems that cable companies have had as the result of the Hurricane and also in the case of Storer who is upgrading their system by installation of fibre-optics.

This however is not the issue at hand, I was told by someone in a responsible position that I could have service in January. Only upon meeting with Mr. Alpert, did the installation time jump from January to August.

I have also been informed by a waitress at the Kendall Lakes Golf Course that she is looking for a new installation with Storer and was told that it would be in December or early January.

Mr. Alpert stated that there would be no new installations until August unless it was on a bulk basis.

I do not intend to let this matter rest, but I seek your advise and help at this time.

Thank you.

Very truly yours,

WALLACE H. VANCE
PARALEGAL

WHV/emg

Enclosures

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December 1, 1992

The President
TCI Corporate Offices
5619 DTC Parkway
Englewood, Colorado 80111-3000

RE: Storer Cable - Dade Cable Television Incorporated
Prospective Customer - Wallace H. Vance
7111 S.W. 129th Avenue, Apt. # 8
Miami, Florida 33183

Dear Sir:

I have been informed by the Dade County Cable Coordinator, that your corporation is now the operating owner of Storer Cable.

I recently purchased a condo in South Dade. The developer was F&T Developers Incorporated, 13550 S.W. 105th Avenue, Miami, Florida 33176.

This complex will consist of 48 new condo units of which 24 are occupied at the present time.

Several weeks ago, I contacted your office to gain information on acquiring your cable services. I was informed that your company did not service that location and was referred to a competitor, Amera-Cable, who informed me that they did not service the area. Finally, after a contact was made with the Metropolitan Dade County Cable Coordinator, it was determined that Storer Cable did indeed service this area.

I was in conversation with Mr. Frank Aparicio, the President of F&T Developers, and he stated that a Mr. Steve Alpert, of Storer had offered him contracts on a bulk cable installation. Mr. Aparicio informed me that he was unable to execute it on

December 1, 1992
Page 2

behalf of the Condo Association, as all units were not completed.

On the 24th of November, I visited Storer's offices at 9825 S.W. 72nd Street, with the intention of signing up for installation of the cable when available. I had previously been informed by a Hyacinth Davis, that Storer did service the area and that I could expect installation in January for my condo.

I was informed upon my visit that installation would not be available until August of 1993.

I was introduced to a Mr. Steve Alpert who took me into unfurnished office which was unlighted and his attitude to be charitable was at the minimum aggressive. Mr. Alpert is the commercial accounts manager and of course is sales oriented. He stated that their customers would be taken care of first and that all new installations were delayed because of the hurricane. I understood the problem of the hurricane and also understood the fact that Storer Cable was upgrading their system by installing fibre - optics which ultimately would render better service.

The irritating thing about my conversation with Mr. Alpert, was the fact that he indicated that if Mr. Aparicio would sign the bulk agreement, that the installation of cable services would be put at the top of the list. I refer to this as simple extortion and certainly was a matter of economic advantage to Storer Cable and probably to Mr. Alpert, if indeed he is working on a commission basis.

There are 24 potential customers at the apartment complex, known as Green Tree Condo II, who are perfectly willing to pay the going rate for television cable service at this time and that when all units are completed, then undoubtedly the condo association will take advantage of the bulk rate.

Certainly if the cable installation is available on a bulk basis, it certainly should be available to any individual as the cable boxes are within 100 feet of Green Tree Condo II. Storer Cable services the entire Green Tree Complex.

I have been in contact with Mr. Omar Gordon of Metropolitan

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Dade County Cable Coordinating Office and he stated that in essence what Mr. Alpert said was correct in that new installation would not be available under normal circumstances till August of 93.

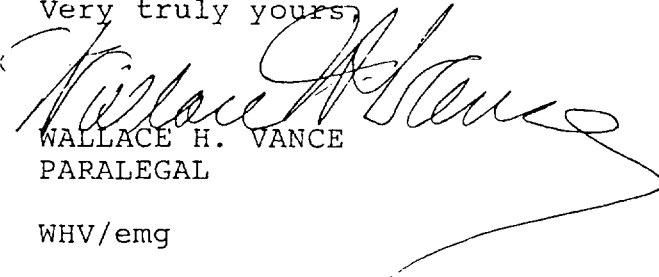
I am at a complete loss to understand why service is not available till August of 1993 on an individual basis, but might be available on a bulk basis to the same building.

Frankly, Sir, my treatment at Storer Cable has been most unpleasant and this is exactly why the Congress of the United States and other regulatory agencies keep pounding at the cable companies.

It would seem that an individual such as I has no place to turn and that we are a total captive of a system.

I would appreciate any comments that you might choose to make at this time.

Very truly yours,



WALLACE H. VANCE
PARALEGAL

WHV/emg

cc: Mr. Frank Aparicio
F&T Builders Incorporated